

Talking Book Service Advisory Committee Meeting
Wednesday, June 6, 2012
9:30 AM-1:30 PM
Idaho Commission for Libraries
River Room

Meeting Purpose: To improve services for those requiring reading alternatives

Desired Outcomes: By the end of the meeting, participants will:

1. Approve FY2013 Work Plan
2. Be aware of and contribute to outreach efforts
3. Be informed of changes at NLS
4. Share member updates
5. Recognize members leaving the committee

Meeting Leader: Sue Walker

Facilitator: Stephanie Bailey-White

Recorder: Tina Schilling

AGENDA

Meeting set-up: introductions, meeting purpose, desired outcomes, roles, agenda review, ground rules, decision making	Stephanie	<ul style="list-style-type: none">• Present• Agree	5 min.
Work plans: 2011-2012 FY2013	Sue, all	<ul style="list-style-type: none">• Present• Discuss• Approve	30 min.
PSA summary	Sue	<ul style="list-style-type: none">• Present• Clarify	20 min.
Outreach plans: BARD TBS Ambassador Training TBS Awareness Day Other	All	<ul style="list-style-type: none">• Present• Discuss• Brainstorm other ideas	60 min.
NLS update	Sue	<ul style="list-style-type: none">• Present• Discuss	20 min.
LSTA 5 year review and TBS recommendations	Sue	<ul style="list-style-type: none">• Present• Discuss	20 min.
Break	All		25 min.
Advisory Committee photo	All	<ul style="list-style-type: none">•	20 min.

Member updates	All	• Information sharing	20 min.
Committee membership	All	• Thanks • New members	10 min.
Next steps	All	• List • Assign tasks	5 min.
Meeting Review	All	• List	5 min.

Present: Barbara Nolan, Candy Harris, Dorothy Ogden, Heidi Caldwell, Judy Mooney, Loretta Paine, Mary Ellen Halverson, Mike Gibson, Stephanie Bailey-White, Steve Bailey, Sue Walker, Sue Sebranek, Susan Niewenhous, Terri King, Tina Schilling

Work Plans:

FY 2011 – 2012:

- Most goals were reached but not all. Some of those are being added to the FY13 plan.

FY2013 –

Collections:

- FRB&D has changed its name to Learning Ally.
- BARD training isn't always easy for patrons to understand the instructions. Can we do a simpler process?
- Can we develop step by step instructions?
- AccessibleWorld.org did a webinar showing downloading from BARD and it has been archived. Perhaps we can put it on our own website (it can be MP3 video streamed) (YouTube).
- Mike and Mary Ellen will proof the BARD instructions with Jaws and report back at the September meeting.
- BILO – a service put by KNFB Reading Technologies similar to Kindle/Nook. Some are narrated by humans or are text and is accessible for those visually challenged and those who read print.

Outreach to Institutions and General Public:

- Contact the veteran's rep from the Department of Labor
- Val Duffy at the VA Hospital for blind veterans
- Contact IPOOL for the Council of Exceptional Children (Angela W.)
- Centers for Independent Living – Heidi can share contact information
- Developmental Preschool Programs.
- Visually challenged advisory members will test a URL link and review – Sue S.
- SILC council meeting presentation – Heidi has a contact

Work Plan approved.

PSA Summary:

Sue shared the stats from the PSA summary and the play areas and costs.

Outreach Plans:

BARD – Explore training of trainers that can go into individual's homes, such as trainers at the Blind Commission.

TBS Ambassador – Laurel Day is contacting assisted living facilities about setting up trainings.

Training- June 21st we will be holding a hands on training here at the commission for activity directors with different stations.

- How the service works
- Application process
- Using the player
- Downloading books from BARD
- A tour of the facility

We don't have a head count yet as we are waiting for info from Laurel.

TBS Awareness Day:

PSA again (for TBS Awareness Day)

Focus on current users and training because if they are trained then they will use the program more. (Awareness)

NLS Update:

- Will contract for using NLS books on different devices i.e. iPod.
- *John Brown: Engineering*: Develop specs and instructions for players and accessories. Headphones will be produced soon. Developing adaptor to allow breath switch to be used. Replacement parts for players are now available. Improved players is a goal.
- Distribute machine and accessory reports on latest updates.
- Don't allow non-working players to lie around; get them fixed!
- *John Bryant, Production Control*: Production of new DBs: Gradually increased to more than 2000 per year. 9000 titles in total. Almost 6 million copies. Expediting delivery of new titles. Production delays in Braille- low production capacity in the country. 600 titles in 2008 down to 376 in 2012. Retro books selected in 2008-2009 will not be totally created. Will announce titles not created. These titles will be available in ILL from multiple-states (limited quantities) Recall will start soon.
- Circulation of digital and analog is 50% each
- TBTs will need to be returned.
- Recall of cartridges will begin soon. Process is a pilot project and NLS will make changes depending on how well it works. Works well if cartridges are returned over entire year, not all at once.
- Will begin in late 2012.
- Number returned will be % of those received in 2009.
- Requirement to keep one title will remain in effect.
- Will be notified of number to return at the beginning of the year, to be returned over the entire year. Important to track how many you are returning.
- No specific titles will be listed; do not order specific copies just to return.
- Copies will be shipped in some type of container.
- % recalled will be 7-8% per year of total number of containers (excluding the retros sent to the library) and will be based on the number originally sent to the library.
- Include in containers if at all possible

Transition to Magazines in Cartridge: Michael Katzmann

- Contracts to be awarded to several vendors.

- Cartridges will be returned. There will be multiple titles on the cartridge. The titles will be specific to the patron and will be distributed according to the frequency of the magazines received. Cartridges will include instructions explaining how to use bookshelf mode and a reminder to return cartridges when complete. Since magazines published on the same frequency will be distributed on the same cartridge, there might be some delay in receipt of titles.
- Are distributed at a different times depending on the publication frequency.
- Containers will contain a mailing card for return of magazine for reuse. Cards will contain barcodes. Magazine cartridges and containers will be a different color.
- If containers are not received within a specific period of time (6 months?) the patron will be suspended in that format, and the library notified to follow up with the patron.
- Undeliverable cartridges will be tracked.
- Plan is to have this ready by the beginning of 2013.
- Different vendors will duplicate titles for different groups of libraries
- What about BARD downloads?

BARD statistics and support:

- Downloaded 6 million titles
- 48761 active BARD users (downloaded within the last year?)
- 25970 titles

BARD revision overview:

- Web-Braille users need to create a BARD account
- A wish list for later download. Arranged chronologically with most recent first.
- Now has a list of all downloaded titles and when they were downloaded.
- Can arrange by audio or Braille.
- Can also set to just Braille or DB.
- User will have to go to detailed page and download from there. Records contain more information with links to authors and series.
- New version will require users to change password at least once a year. They will be warned in advance of expiration.

Upcoming projects:

- BARD with WebBraille (late June)
- Shutdown WebBraille
- Modify BARD to support smart phones
- Capacity planning and acquisition of new BARD capacity (need to know what the need is)
- Improve BARD for low vision users
- Enhance BARD collection of music/foreign/local materials; incremental BARD downloads
- Implement new BARD/catalog search based on SOLR; modify to browse BARD with smart phone
- Ability to host locally produced materials within a year?
- Working on allowing public libraries to download from BARD.

Goals over the next 5 years:

1. Ongoing commitment to high quality products
2. Expansion of content (text to speech, more foreign language, focus on different audiences)

3. Improved delivery system
4. Reinvigoration of Braille
5. Increase readership by 20% over next five years

Sue will share the NLS report and the list of shelf project states.

LSTA 5 year review and TBS recommendations:

External consultants reviewed the Talking Book Service through online survey and focus groups. Many library staff recognize the role TBS plays in meeting the needs of users unable to read standard print. Consultant report supports TBS and makes the following recommendations to improve the service:

- Continue to promote TBS
- Improve the web site
- Build upon the “Never Stop Reading” concept
- Work collaboratively with other states to reinvent the TBS program and develop cost saving strategies
- Work collaboratively with non-library organizations both within and outside Idaho
- Keep excellent customer service

Member Updates:

Judy – Continuing to do outreach and recently attended the Health Fair in Caldwell, getting ready for the Activity directors training.

Heidi – Training the trainers for Medicaid and transitioning people to get out of facilities to home.

Terri – Doing outreach to facilities and health fairs.

Dorothy – Wrapped up end of year school activities and working on Large print collection.

Loretta – Doing outreach and weeding RC to make room for the expanding digital collection.

Mary Ellen – Attended the NFB convention and learned that people will soon be able to download the newspaper to I-Phones. They just recently had their annual bike ride and had over 500 participants.

Steve – New customer service rep and is still learning his new duties. There is a new KLAS update coming. We currently have 6 magazine titles on digital and will add 2 more titles.

Sue S. – Working with the Bell program to teach Braille to kids (ages 4 – 12); it runs for 2 weeks.

Sue W. – The Eagles donated \$800 to TBS.

Barbara – Currently sending out books to people who can't come to the library.

Sue N. – Recently removed shelving making space for group work. Dawn Whitman retired from Lewiston PL. Lewiston City Public Library recently acquired new building space and will move into it in about a year. L&C will not be a part of VALNET.

Candy – Computer training is up and running at Boise Public. There are currently 700 people in the Independent Living Program. Most commission staff are on advisory councils; she was just appointed to two more. Currently working on low vision evaluations.

Mike – Summer classes just started. Finished up yearend report. Completed web training on E-books. This fall will start producing Daisy books. BSU is leaning towards technology based learning.

Committee memberships:

Barbara and Nancy have agreed to serve another term. Dorothy is retiring from the committee and has recommended a new member, Jeanne Marie Kopecky, Consultant for Visually Impaired at the Idaho School for the Deaf and Blind.

Next Steps:

- Proof the BARD instructions with Jaws and report back at the September meeting - **MaryEllen and Mike**
- Review YouTube videos and recommend at least one to host in TBS website – **Sue Sebranek**
- Complete and send meeting notes – **Sue Walker**

Next meeting: Wednesday, September 5th, 9:30 am-1:30 pm at ICfL.